



Human Resources

DATE POSTED: November 7, 2003

REQ. # 03-259

NOTICE OF JOB OPENING
ST. LUCIE COUNTY BOARD OF COUNTY COMMISSIONERS
EQUAL OPPORTUNITY EMPLOYER

2300 Virginia Avenue Fort Pierce, FL 34982 – 5652

Telephone (772) 462-1546 Jobline (772) 462-1967

<http://co.st-lucie.fl.us>

This position will remain posted for at least five (5) working days from **11-07-03** TO **11-14-03**.

DEPARTMENT/DIVISION
INFORMATION TECHNOLOGY

POSITION AVAILABLE
SENIOR CUSTOMER SERVICE LIASION

OF OPENINGS
1

STARTING SALARY
\$36,720.74 a year

COMMENTS

VETERANS PREFERENCE
It is the policy of St. Lucie County to give preference to eligible veterans and spouses of veterans in appointment and retention in county employment positions in accordance with Chapter 295, Florida Statutes, and Chapter 22VP-1, Florida Administrative Code. Copies of Chapter 295 and Chapter 22VP-1 are available for review in the Human Resources Department.

JOB CODE 559
PAY GRADE 19
SALARY: \$\$\$36,720.74 - \$57,844.80
SENIOR CUSTOMER SERVICE LIAISON

MAJOR FUNCTION: Oversees the activities of Customer Service Liaison. Plans and organizes the investigation and resolution of routine software and hardware problems, referring more complex problems to technical staff. This position reports to the Information Systems Manager.

KNOWLEDGE, ABILITIES AND SKILLS NEEDED TO PERFORM THE ESSENTIAL JOB FUNCTIONS OF THE POSITION:

Knowledge: Novell and Windows-based products.

Abilities: Able to communicate with and present effectively to clients, staff and management. Able to grasp the essentials of complex day to day problems quickly and to implement rapid, effective and efficient solutions.

ESSENTIAL JOB FUNCTION: Answers and evaluates incoming telephone and in-person requests for assistance from users experiencing problems with hardware, software, networking, and other computer-related technologies. Interviews user to collect information about problem and leads user through diagnostic procedures to determine source of error. Logs and tracks calls using problem management database, and maintains history records and related problem documentation. Prepares standard statistical reports, such as help desk incident reports. Consults with technical staff to explain errors or to recommend changes. Performs related work as requested or assigned.

ESSENTIAL PHYSICAL SKILLS: None.

WORK HAZARDS: May be called upon to lift objects greater than 30 pounds. Extensive use of computer monitor which may have effect on vision.

SAFETY EQUIPMENT: None.

EDUCATION: AA or AS degree in Computer Science or related field.

EXPERIENCE: Three years of relevant experience or an equivalent combination of technical training and experience.

LICENSE, CERTIFICATION OR REGISTRATION: A valid Florida driver's license is required with a good driving record.